

# The Arc of Opportunity Strategic Direction

## 2016 through 2020

### Programs & Services

- Implement holistic admission process that maximizes each person's experience
- Establish day and residential Acquired Brain Injury programs
- Achieve and maintain highest levels of licensing and certification
- Establish program supports to meet the needs of those on the Autism Spectrum
- Bring Electronic Medical Record system to full implementation covering all aspects of key individual, caregiver and facility data

### Engagement & Outreach

- Refresh the overall look and feel of our website, while also enhancing the experience for users on mobile devices
- Increase funds raised for operating support
- Analyze, develop, and implement fundraising strategies
- Engage all members of the Board of Directors in fundraising by providing orientation and training that builds confidence with and understanding of the process
- Implementation of a BOD Fund Development Committee and Fund Development Plan that integrates the BOD as chief volunteers in fundraising for The Arc
- Implementation of BOD Nominating Committee to work towards filling all 11 Board slots.

### Admin, Finance, IT & Human Resources

- Diversify programmatic funding sources and options
- Develop and maintain highly effective, reliable, secure and innovative systems to support all IT functions
- Establish an investment committee to advise the board and adopt an investment policy

- Adopt a comprehensive document retention plan
- Promote and recruit the best qualified people, recognizing and encouraging the value of diversity in the workplace.
- Provide a competitive salary and benefits package and develop the full potential of our workforce by providing training and development.
- Establish, administer and effectively communicate sound policies, rules and practices that treat employees with dignity and equality.

### Facilities & Transportation

- Develop 4-5 financially viable homes for adults with Acquired Brain Injuries
- Develop a state-of-the-art prototype "smart home" utilizing technology to enhance the independence of resident's lives and determine scalability of the initiative
- Maintain all facilities free from hazards and in compliance with laws and regulations pertaining to safety, environment, health, and fire safety in the most cost effective manner
- Maintain a reliable fleet of vehicles designed to meet the evolving needs of our individuals and programs in the most cost effective manner

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**Our Mission:** To create and support lifetime opportunities in the community for individuals with disabilities and their families to reach their fullest potential by providing advocacy, education, employment, residential, and recreational services to enhance quality of life.

**Our Vision:** A civil and human rights movement creating and supporting individuals with disabilities and their families in North Central Massachusetts.

*Achieve with us.*

  
**The Arc**  
Opportunity in  
North Central Massachusetts